Hive EV Charging Installation Terms & Conditions

October 2026

1. Your agreement

These are our terms for supplying and, where relevant, installing your charge point and providing access to Hive EV Charging. Please read them carefully. They explain who we are, how your charge point may be supplied or installed, how Hive EV Charging works, what you need to do, and what to do if there is a problem.

These terms apply where you buy a charge point from us, arrange installation with us, use Hive EV Charging, or are referred by us to a referral partner. If you buy a charge point, installation service, tariff, flexibility service or optimisation service from a third party, separate terms may apply between you and that third party.

We may update these terms from time to time to reflect changes to our products or services, legal or regulatory requirements, technology, security requirements, or how we operate Hive EV Charging.

Where we make a material change to these terms, we will endeavour to give you reasonable notice before the change takes effect. We may notify you by email, through the Hive app, by posting an update on our website, or by another appropriate communication method.

If you continue to use Hive EV Charging after the change takes effect, that continued use will be subject to the updated terms.

2. Privacy and contact details

We care about privacy and we protect your personal data. We want to be transparent about how we use your personal data, so before you read these terms, we want to point out that the relevant controller of your personal data will depend on the product or service you receive. Please see our Privacy Notice at www.britishgas.co.uk/privacy-policy.html and, where applicable, the Hive Privacy Notice at www.hivehome.com/privacy.

When contacting us, we will not tolerate discrimination, violence, aggression or abuse towards our staff, engineers, contractors, service partners, agents or referral partners. If that happens, we may ask you to contact us in different ways, take legal action and, if appropriate, report the matter to the police.

3. Definitions

British Gas, we, us or our – British Gas New Heating Limited (registered number 06723244) where the installation is completed after 31 March 2022. For installations completed on or before 31 March 2022, this means British Gas Services Limited (registered number 03141243). Both companies have their registered office at Millstream, Maidenhead Road, Windsor, Berkshire, SL4 5GD. Where you use Hive EV Charging or the Hive app, Centrica Hive Limited may also provide or support the relevant digital service.

charge point – a Hive-compatible electric vehicle charge point unit, excluding accessories, to use with a plug-in electric vehicle.

consumer – an individual obtaining or buying products and/or services wholly or mainly for their personal use and not wholly or mainly for use in connection with their trade, business, craft or profession.

Hive EV Charging – the connected service that allows you to use supported smart features for a Hive-compatible charge point through the Hive app or related Hive systems.

home – the building, including any attached garage, where an individual lives.

industry partner – an organisation through which customers may be introduced to us or to a referral partner in connection with a charge point, EV product, vehicle, energy tariff, installation, promotion or related service.

installation – the installation of a charge point at a domestic property by a British Gas engineer or approved service partner under this agreement. It does not include electrical upgrade work, which may be subject to separate fees and terms.

property – the home where a charge point will be installed and all land up to the boundary, including any detached outbuildings.

referral partner – a third party to whom we may introduce you to provide you with a quote and complete an installation or related service if you accept.

service partner – a suitably qualified contractor or subcontractor approved to carry out work on our behalf.

standard installation – the standard installation package set out in your quote.

warranty period – the applicable period during which your installation warranty or product guarantee applies, as set out in section 13.

4. Charge points purchased without installation

If you have bought a charge point directly from us or a third party without installation included, you are responsible for arranging its installation by a suitably qualified and certified professional. You should ensure your installer follows the manufacturer's installation requirements, provides any required electrical installation certificate, and confirms that the charge point is suitable for your property.

If you purchase your charge point through our website, www.hivehome.com, our acceptance of your order will take place when we send an email to the email address you give us to accept your order, at which point a contract will come into existence between you and us.

If we are unable to accept your order, we will contact you to let you know why. This might be because the product is out of stock, we have identified an error in the price or description, or we are unable to meet a delivery deadline you have specified.

5. Installation quote and what it includes

Any quote for installed products is valid for 21 days and work must begin within 12 months of acceptance. After this, we may not be able to honour the quote and we may need to issue another one. All prices include VAT at the current rate.

Unless we have agreed otherwise, the price stated on any quote is for the standard installation package. If you need extra work which is not included in that package, we will explain why and agree any additional costs with you before starting work. Any electrical upgrade work will be carried out under the applicable one-off home improvement and repair work terms. If there is any difference between what we say here and in those terms, what we say here takes priority.

If we carry out a virtual survey, we will need to check the accuracy of the information you gave us before we start work. If it turns out that the information you gave us was not correct, we may need to issue an updated quote before starting work.

Sometimes we have to do work which could cause damage to wall coverings, paint and solid wall insulation. If you need to do any redecoration then, unless we have been negligent with our work, this will be your responsibility and is not included in the price we quote.

6. Where an industry partner partly or fully pays for your installation

We work with a number of industry partners and install charge points for their customers. Sometimes these organisations fully or partly fund standard installations for their customers, including as part of a vehicle lease, hire, purchase, promotion or other package.

If you are eligible for a partner offer, we will agree a contract directly with you for the installation. The industry partner will be responsible for paying the portion of the charges they have agreed to pay under the partner offer. You will need to pay the balance, if there is one.

Where the partner offer fully covers the cost of the installation, you provide consideration by agreeing that we can recover the cost of your installation from the industry partner and by taking any steps needed to allow us to do this.

If you need extra work which is not included in the partner offer, we will explain why and agree any additional costs with you before starting work. If you do not wish to pay for the extra work, we will be unable to carry out the installation. Unless the terms of the partner offer say otherwise, you will not be entitled to any cash alternative or refund where this happens.

If the partner offer includes an installation as part of a vehicle lease or hire agreement, your car hire or car lease agreement documents will tell you when you become the owner of the charge point. You may not own the charge point until you have made the final payment under that agreement.

7. Referral partners and third-party installers

Where appropriate, we may refer you to one of our referral partners to order and carry out your installation or related services. If we refer you to a referral partner, the referral partner who receives your order will provide you with a quote. If you accept the quote, you will enter into a contract with that referral partner and their terms and conditions will apply.

Any supply of goods and/or services to you by a referral partner is the sole responsibility of that referral partner. We are not a party to that relationship and will not be responsible for any costs, loss or damage caused by the incorrect installation of your charge point by a referral partner or otherwise as a result of their acts or omissions. We may have a separate relationship with you if you purchase a charge point from us or use Hive EV Charging.

If we agree to install a charge point you have bought from a third party, such as a retailer, and the charge point is delivered to you before the installation, you are responsible for keeping it safe from the point you receive it until you hand it over to us. If the charge point is lost or damaged during that time, you will have to source and pay for a new one.

8. What happens if your electrical supply is inadequate or it is unsafe to install

We can only complete the installation if the electrical capacity at the property can support the additional electrical demands of a charge point and it is safe to install a charge point.

If the capacity is not sufficient, we might be able to install load balancing equipment or we may have to pause the job until your main fuse is upgraded by your electricity supplier.

If the electrical arrangements or something else at the property means it is unsafe to install a charge point, we will not complete the installation until you resolve the issue. For example, this may include hazardous chemicals, pest infestations, verbal or physical abuse or harassment.

We do not have to start or continue the installation if we believe that the location is not suitable or safe for a charge point. For example, if the charging lead could create a trip hazard or will not remain on your property during charging.

If we need to safely isolate your electricity supply when carrying out the installation, you agree that our engineer, acting on behalf of British Gas Trading Limited for these purposes, may de-energise and re-energise your supply as required. Before we isolate your supply, you must:

- give reasonable advance written notice of our intention to isolate your supply to any tenants or other third-party occupiers of the property. If requested by us, you agree to share a copy of such written notice with us; and
- tell us about any vulnerable people living at the property who might be affected by us isolating your supply, for example anyone with a medical condition that requires an uninterrupted electricity supply. You confirm that you will inform such occupants that their information will be shared with us as necessary and provide adequate support while we carry out such works.

9. When we will do the work and who will do it

We will start the installation on the time and date we agree with you. Unless we agree otherwise, work must take place during our normal working hours, Monday to Friday.

To carry out the work as quickly as possible, we may send one of our suitably qualified service partners. Where we use a service partner, that service partner will be acting on our behalf for the relevant work.

10. Changes in your circumstances, moving home and transfer of ownership

You must tell us if your circumstances change between the date your installation is booked and the date it takes place, where this could affect the work or installation. This includes significant electrical changes at the property, a change in property ownership or occupation, moving home, or any change that means the proposed installation location is no longer suitable or available.

The removal, relocation and reinstallation of your EV charger as part of a home move is not included with an installation purchase. If you move home, it is generally advisable to leave your EV charger and other related installed equipment behind.

If you wish to transfer ownership of your Hive EV Charger to another person, you must unlink the Hive charger from your Hive account. This helps ensure the Hive EV charger is ready for the new owner. Transferring ownership of the Hive EV charger does not entitle the new owner to access your Hive account or any data associated with it, and it will not provide any ongoing warranty for the new owner unless we confirm otherwise.

If you move to a new home and want to install Hive products in your new home, or move into a property that has Hive products installed, please contact us for further assistance.

11. Software, connectivity and approved use

Once connected online, your charge point may receive over-the-air updates to improve your experience. It may also send or receive messages to complete diagnostic checks.

From time to time, we, the manufacturer of your charge point or your charge point operator may, acting reasonably, need to make the smart functionality of your charge point temporarily unavailable to carry out maintenance, updates, security controls or technical changes.

To enjoy the full functionality of your charge point, you may need to download and use an app which supports it or sign up to a service or subscription with a charge point operator, which may be us or a third party. If such an app or service is provided by a third party, you will be entering into a separate legal agreement which governs the use and functionality of the app and/or your relationship with that party.

You must not, and must not allow any other person to, modify, reconfigure, bypass, interfere with, disable, replace, migrate, connect to, integrate with or otherwise alter the charge point, its software, firmware, communications settings, connectivity arrangements, authentication controls, backend services or Hive EV Charging unless this is expressly approved by us or the manufacturer. This includes migrating or connecting the charge point to any third-party backend, platform, tariff optimisation service, flexibility service, aggregation service, virtual power plant service or other third-party optimisation service where this has not been expressly approved by us or the manufacturer.

Your charge point may be able to connect using Ethernet, Wi-Fi, mobile network connectivity or other supported connectivity methods. Where your charge point uses mobile network connectivity provided by us, we will bear the reasonable cost of that connectivity during the applicable warranty period. After the applicable warranty period, we may continue providing that connectivity free of charge, make continued connectivity subject to a paid subscription or other charge, or stop providing that connectivity on reasonable notice. If connectivity is not available or is no longer provided by us, some smart features may not work, although your charge point may continue to work in manual charging mode where technically available.

We cannot guarantee that connectivity at the installed location will be adequate for your charge point to make and maintain a sufficient connection. Connectivity may be affected by matters outside our control, including network outages, local signal strength, Wi-Fi coverage, the location of the charge point, your broadband or router, power failure, network operator changes, or third-party systems. We are not responsible for ensuring that your charge point gets or stays online where the issue is caused by these matters.

We do not guarantee compatibility of your charge point or Hive EV Charging with any third-party software, energy tariff integration, flexibility service, aggregation service, virtual power plant service or optimisation service unless we have expressly confirmed compatibility in writing.

Wi-Fi-only charge points

If you choose a Wi-Fi-only charge point, you are responsible for providing and maintaining a 2.4 GHz Wi-Fi network with sufficient coverage at the charge point location and suitable broadband. Before commissioning the charge point, our engineer will check the Wi-Fi signal using the test available at the time. That check only assesses the connection on the installation day and does not guarantee that your connection will remain suitable. If the test shows that Wi-Fi is unsuitable, we may offer to replace the Wi-Fi-only charge point with a Wi-Fi and 4G charge point on the same day, subject to availability and your agreement to pay the additional cost notified to you. If you do not accept the replacement, we may be unable to complete the installation and may charge the abort fee notified to you before purchase.

After installation, you are responsible for maintaining the home network, including the router, network settings and Wi-Fi coverage. Later changes or interference, including moving or replacing your router, building alterations, neighbouring networks or other appliances, may affect connectivity and some smart features may not work. If you ask us to attend because your Wi-Fi has become unavailable or unsuitable, we may charge for the callout and, if required and agreed with you, for replacing the Wi-Fi-only charge point with a Wi-Fi and 4G charge point. We will tell you the applicable costs before carrying out chargeable work. A connectivity issue caused by your Wi-Fi, broadband, network settings or later

changes at the property is not a fault with the charge point and is not covered by the installation warranty or product guarantee.

12. Hive EV Charging services and post-warranty access

Hive EV Charging is a service that allows you to control and use supported smart features for a Hive-compatible EV charger through the Hive app or related Hive systems. Available features may include charging status, charging history, automated schedules, tariff integration, push notifications, in-app troubleshooting or other connected functionality. The features available to you may depend on your charge point, app version, connectivity, account status, subscription status and technical compatibility.

You will be able to use the included Hive EV Charging features made available to you while the applicable warranty period for your charge point is active, subject to these terms and any technical limitations that apply. Once the applicable warranty period expires, we may change, enhance, withdraw, limit, or make available on a paid subscription basis some or all Hive EV Charging services or connected smart features.

We will give you at least 30 days' notice before introducing a new subscription charge for a Hive EV Charging service or connected smart feature that was previously provided to you free of charge after the warranty period, or before withdrawing a material Hive EV Charging service that requires Hive-hosted connectivity or backend support. If you do not want to pay the relevant charge, you may choose not to subscribe.

If you do not subscribe to a paid Hive EV Charging service after the warranty period, or if we no longer provide a relevant connected service, your charge point may continue to operate in manual charging mode where technically available, but some smart features may not be available. In manual charging mode, you may still be able to charge your vehicle by plugging it into the charge point, using electricity supplied to your property in the usual way. However, you may have no remote visibility of the charge point's operation through the Hive app, and certain smart, connected or access-control features, including remote authentication where available, may no longer be available.

We may suspend or restrict access to Hive EV Charging or connected smart features if we reasonably believe this is necessary to deal with technical problems, cyber security risks, safety issues, non-payment, misuse, unauthorised modification, unauthorised backend migration, third-party interference, or circumstances outside our control, or to protect customers, our systems, our partners, network operators or other third parties.

13. Installation warranty and product guarantee

13.1 Installation warranty

This section applies if you have bought a charge point with installation included. If there is a problem with a charge point or parts we supplied, or the work we carried out, within 3 years of the date we finished the installation, we will repair or replace the faulty charge point or faulty parts we supplied, or fix the faulty work we have done, free of charge. This warranty does not apply to accessories bought with your charge point.

If your installation was carried out by a referral partner under a contract between you and that referral partner, the warranty or guarantee for that installation will be as set out in the contract between you and the referral partner.

13.2 Product guarantee

This section applies if you bought a charge point without installation, bought a charge point from one of our retail partners, or your charge point was pre-installed at a new build property. The materials and parts included in your charge point are guaranteed for two years from the date you bought it or, where it was pre-installed at a new build property and you are the first occupant, from the date of installation. If the materials or parts develop a fault during this period, we will repair or replace them free of charge. However, you will be responsible for any de-installation, re-installation, return or associated costs unless we confirm otherwise.

13.3 Exclusions to the installation warranty and product guarantee

Neither the installation warranty nor the product guarantee will apply where the relevant fault, issue, damage, loss, inability to provide support, or inability to diagnose the issue is caused by, contributed to by, related to, or cannot reasonably be assessed because of:

- improper use of your charge point, or where it has been abused, tampered with or used in abnormal working conditions;
- repairs or modifications attempted or carried out by someone other than a British Gas appointed electrician, service partner, or other person approved by us or the manufacturer;
- repairs, modifications, configuration changes or integrations carried out against the manufacturer's guidelines or instructions, or using parts that have not been supplied or approved by the manufacturer;
- unauthorised modification, reconfiguration, bypassing, disabling, replacement, migration, connection, integration or alteration of the charge point, its software, firmware, communications settings, connectivity arrangements, authentication controls, backend services or Hive EV Charging;
- unauthorised migration or connection of the charge point to any third-party backend, platform, tariff optimisation service, flexibility service, aggregation service, virtual power plant service or other third-party optimisation service;
- negligence, intentional or accidental damage, improper use by you or a third party, or failure to use or maintain the charge point in line with operating and/or maintenance instructions;
- your failure to give notice of a fault within a reasonable period of discovering it;
- continued use of the charge point after you have given notice of a fault under the warranty process and have been told to stop using it because continuing use poses a health and safety risk and/or is likely to cause material damage to the charge point;
- unrelated faults such as issues with the electrical wiring at your property, your broadband or Wi-Fi, mobile network signal, network outages, or a fault in the charging system of your electric vehicle;
- load balancing equipment reducing the charge drawn by your charge point to ensure total demand at your property does not exceed total supply; or
- installation or use of the charge point in a commercial property.

13.4 Legal rights

Neither the installation warranty nor the product guarantee affects your legal rights. If you want independent advice about your rights, you can speak to Citizens Advice or Trading Standards.

14. Reasonable timescales

We will give you our time estimate for doing the installation and we will do our best to keep to this, unless something beyond our control means we cannot. If that happens, we will let you know as soon as possible and arrange a new time.

15. Getting into your property

If you are not at the property on the day of installation, you must make sure that somebody else who is 18 years or older is present and can give instructions to the installer and sign paperwork on your behalf during the visit.

It is your responsibility to give us access to your property. If we cannot get access, we will not be able to complete the work and you will need to contact us to arrange another appointment. We can also charge you our reasonable costs for the wasted visit.

16. Permissions and consents

It is your responsibility to get and maintain any permission needed for the installation and use of your charge point, including any permission, consent, licence or approval required from a landlord, freeholder, planning authority, highway

authority or other relevant third party. This includes any vehicle crossing or dropped kerb approval where applicable. Additional permissions may be required if the property is a listed building or is in a conservation area. By asking us to proceed, you confirm that you have obtained all required permissions and approvals and that the installation and use of the charge point will comply with applicable legal and regulatory requirements. We do not accept liability for unauthorised work. We may rely on your confirmation and will not be responsible for any loss, cost, delay, enforcement action or other consequence caused by your failure to obtain or maintain a required permission or approval. You will be responsible for any losses or costs to us if claims are made against us for work carried out without the proper permission.

17. Complaints

We will complete the work included in your quote with due skill and care, and in line with industry standards.

If you are unhappy with our services, you can make a complaint using the following contact details:

- Call us: 0333 202 1054
- Email us: ev@britishgas.co.uk

We take any complaint seriously and we will do our best to resolve the issue right away. If we need more time to investigate, we will let you know and keep you updated. If you are not satisfied with our final response, or it has been more than eight weeks since we received your complaint, you may be able to take your complaint to Utilities ADR. For more information, visit www.utilitiesadr.co.uk.

18. Our responsibility for loss or damage suffered by you

Nothing in these terms limits our liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or for any matter where it would be unlawful to limit our liability.

Where we install your charge point, we will take care to carry out the work without causing unnecessary damage to your property. If we cause unnecessary damage because of our negligence, we will put it right.

We will not, under any circumstances, be responsible for:

- the cost of repairing any pre-existing faults or damage to your property or electricity supply that we discover during an installation;
- any costs, loss or damage that you do to your property or suffer which is caused by the incorrect installation of your charge point by a third party, including a referral partner or independent installer;
- any loss because you have provided inaccurate or misleading information;
- any damage because the charge point is not used in line with the manufacturer's instructions;
- any problems arising from your or anyone else's smartphone, computer, internet browser, internet connection, Wi-Fi, broadband, mobile connectivity, network outages, GPRS/mobile bandwidth connectivity issues, or use of an app;
- any financial loss or damage, such as losing profit, income, business, contracts or goodwill;
- any costs incurred by you using EV charging facilities because of a delay before or during installation, or because of issues with your charge point after installation;
- delays due to weather or other circumstances beyond our control. Where such delays occur, we will complete the work as soon as reasonably possible;
- any suspension, restriction or non-availability of Hive EV Charging where we believe it is necessary to deal with technical problems, cyber security risks, safety issues, non-payment, misuse, unauthorised modification, unauthorised backend migration, third-party interference or circumstances outside our control, protect the interests of third parties, or provide an enhanced service to you; or
- any loss which both sides would not have reasonably expected when we made this agreement.

Each individual sub-clause in this section 18 applies separately. If a court tells us we cannot rely on one of the sub-clauses, the others will still apply.

These limitations do not affect your legal rights under the Consumer Rights Act 2015 and any laws that replace it. If you want independent advice about your rights, you can speak to Citizens Advice or Trading Standards.

19. Cancelling your agreement with us

If you have bought a charge point without installation directly from www.hivehome.com, you can cancel your purchase and return your charge point up to 14 days after the day you received your charge point.

To cancel, call us or email us to confirm your cancellation. Your notice of cancellation is confirmed as soon as you send it by email or call us. Please retain proof of postage for any packages you send back to us to help avoid disputes if we do not receive your package.

If you have bought a charge point with installation, you can cancel your agreement with us at any time before the installation is fully completed. This is called your cooling off period. If you no longer want the work to go ahead, please contact us on 0333 202 1054.

By accepting the quote, or if an industry partner is paying for the installation by agreeing to proceed and booking an installation date, you agree that we can start work during your cooling off period.

If you cancel after work starts and you are responsible for paying, we will charge you for work we have already carried out and/or any goods we have supplied which have already been installed. We will not be responsible for undoing any work we have already carried out. We can deduct these costs from any deposit you have paid or bill you for them.

We can cancel the installation at any time by giving you written notice.

20. General terms

Nobody other than you can benefit from or enforce this agreement. We may transfer our rights and obligations under this agreement to another organisation. We will contact you to let you know if we plan to do this.

If you break any part of this agreement and we do not respond right away, that does not necessarily mean we will not do anything about it later. For example, if we do not immediately ask you for money that you owe us, it will not stop us from asking for it later.

If a court tells us a part or clause of this agreement is not valid, the rest of the agreement will still apply.

Normally, we only complete installations in Great Britain. However, we carry out installations for some industry partners in Northern Ireland, subject to certain conditions. The services are not currently available on certain offshore islands. If you would like British Gas to carry out an installation in Northern Ireland or on an offshore island, please contact us and we will confirm whether we can arrange this for you.

This agreement is governed by the laws of whichever country the property for which you require the services is in – England, Wales, Scotland or Northern Ireland.